

JAHVH FORUM



James A. Haley Veterans'
Hospital & Clinics

JAHVH
Welcomes
VA
Secretary
R. James
Nicholson



*"I am so proud of
this new Zephyrhills
VA clinic that
will provide
state-of-the-art
services to those
in need."*

- Florida
Congresswoman
Ginny Brown-Waite



From the Director



13000 Bruce B. Downs Blvd.
Tampa, FL
813.972.2000

Visit our public Web site
and read the JAHVH FORUM online
at:
www1.va.gov/visn8/tampa/

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The JAHVH FORUM
is published quarterly for
employees, patients, volunteers and
friends of the JAH Veterans Hospital
& Clinics.

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TOP: VA Secretary R. James
Nicholson's first visit to JAHVH
was in February. He spent time
with injured active duty service
members at their bedsides includ-
ing SSgt. Paul Russell Marek who
was injured in Iraq in 2005. Also
shown is Dr. Steven Scott who
heads the hospital's Polytrauma
Program and is JAHVH's Chief
of Physical Medicine and Reha-
bilitation.

BOTTOM: A formal ceremony
was held May 8 to celebrate the
re-opening of the Zephyrhills
Community Based Outpatient
Clinic in a new state-of-the-art
facility.

Welcome to the premiere issue of the JAHVH FORUM! It's been
quite some time since we had a hospital magazine, and I'm pleased
we will be doing more on an ongoing basis to communicate
important news and information to all those concerned with the
health and well being of our #1 customer: the Veteran.

The **JAHVH FORUM** will be published quarterly and it will be distributed all over the
hospital and beyond. Our cover photograph captured a special moment during VA Secre-
tary James Nicholson's first visit to the hospital in February. There was also a festive ribbon
cutting in May celebrating the reopening of a Clinic in a brand new building in Zephyrhills,
Florida. In fact, the focus of the magazine is on our eight Outpatient Clinics that are such
a vital part of the Tampa VA's healthcare system. It is these clinics that bring high quality
health care services close to home for veterans. Collectively last year, the nearly 1,000 health
care professionals at our clinics saw more than 75,000 unique patients and had nearly 719,000
outpatient visits. That's a lot of hard work by these dedicated employees.

I also want to congratulate our new Associate Director, DeWayne Hamlin. DeWayne has
been acting Associate Director for the last year, doing an outstanding job managing
administrative operations including allocation and oversight of an annual budget of more
than \$543 million. DeWayne brings a wealth of talent and experience to the position and I
am pleased to welcome him aboard as a permanent member of the JAHVH Leadership Quad.

Finally, I want to recognize and congratulate the two winners of the recent Employee
"Name the Hospital Magazine" contest. We received over 120 suggested names for the
magazine so picking just the right one was tough work indeed. And in the end, there were
two names selected and two very creative employees to be recognized.

Heart Surgeon and Chief of the Cardiothoracic Surgery Section Dr. James Obney came up
with the sophisticated "**JAHVH FORUM**" and Licensed Master Social Worker Michelle Leyva
suggested the clever "SUNSHINE LEDGER." We decided that
the **JAHVH FORUM** will be the name of the quarterly, four-color
Magazine and the SUNSHINE LEDGER will be the name of the
new Employee Newsletter that will be distributed via Outlook
and throughout the hospital to employees between issues of the
JAHVH FORUM.

For their efforts, each employee will receive an award
and will be recognized at the July Performance Improvement
Council meeting. My thanks to everyone who submitted
names and a special "well done" to Dr. Obney and Ms. Leyva!!!

Sincerely,
Forest Farley, Jr.
Director, James A. Haley Hospital & Clinics

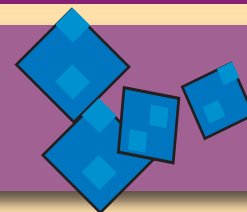


**Dr. James Obney
and Michelle Leyva**



VA Secretary James Nicholson has approved the appointment of
DeWayne S. Hamlin as the new Associate Director of the James A.
Haley Veterans' Hospital and Clinics, effective June 25, 2006. As such,
he has full operational responsibility for the hospital's administrative
programs. Hamlin has been Acting Associate Director of JAHVH since
May 2005. Before this assignment, the Juneau, Alaska native was the
hospital's Chief, Facilities Management Service.

Hamlin received his Bachelor's degree in Civil Engineering and a Master of Business
Administration from Oregon State University. He joined the VA in 1990 at the
Portland VA Medical Center. Before arriving in Tampa, he was appointed Chief,
Engineering Service at the Clarksburg VA Medical Center in West Virginia and Chief,
Facilities Management Service at the VA Puget Sound Healthcare System in Seattle.



Transforming Care at the Bedside: JAHVH Leads the Way in VA

"This is the finest hospital I've ever been in. When you feel like you're being listened to—it feels good, real good."
— Steve Meloon, a veteran and patient at the James A. Haley Veterans' Hospital.

"When I first started working here, the doctors intimidated me. Now when I see them, we talk about the care of our patients together, on equal footing. It's empowering." — Tammy Jones, JAHVH nurse.

"It's a transforming of the mind." — Wanda Gibson, JAHVH nurse manager. These people are discussing how a national initiative labeled "Transforming Care at the Bedside" or TCAB, is dramatically changing the way JAHVH patients are cared for on one medical/surgical unit in the Tampa hospital each and every day.

In 2004, JAHVH had the distinction of being the only VA hospital of 13 hospitals selected nationwide to participate in the TCAB pilot program which tests ideas generated by unit-level staff to improve the work environment and quality of care. TCAB is sponsored by the Institute for Healthcare Improvement and the Robert Wood Johnson Foundation.

And the results at JAHVH have been phenomenal—thanks largely to changes made by those most directly responsible for patient care—nurses and other staff on the units. Working as an interdisciplinary team, the unit on 5 South implemented new work processes and streamlined ways of communicating with each other that increased their direct patient-care time from about 48 percent of RN time in August 2004 to 70 percent by January 2006. And along the way, patient and staff morale skyrocketed.

"In 40 years of nursing, I've never seen people work so well together—and it's because we collectively are making changes that give patients exactly what they need when they need it," Gibson said, wiping tears from her eyes. "The transformation is amazing." Nurse Janet Wyzisk agreed and said what she likes best about TCAB is that "nurses are treated with the utmost respect—the information we have about our patients is vital to their overall treatment plan."

In the TCAB patient-centered care model, all staff—from house keeping to physicians—are "owners" and collaborators in patient care and patients attend weekly TCAB staff meetings to share their in sights and help guide positive change. "There's a sincere respect for the patient voice," Gibson said. "And that's the way it should be."

Highlights of TCAB Initiatives

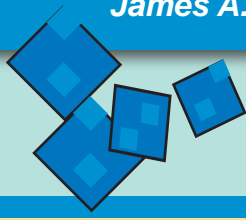
- A whiteboard now at each patient's bedside helps the patient, his family, and the healthcare team collectively plan the patient's daily and long-term goals
- Replaced taped end-of-shift reports with electronic spreadsheets to save time now used for patients and their nurses to talk about goals and care plans before the outgoing nurse leaves
- Shifted the time medication is administered to an hour later on day and evening shifts; nurses use that extended time now to make rounds with the healthcare team, to organize their patients' daily care, and to help patients being discharged
- Eliminated much of the need for nurses to leave the bedsides of the patients on the evening shift by hiring a new employee to transport patients to other units for tests and procedures.
- Strategically placed locked storage cabinets where frequently-used sterile supplies are needed—saving steps and time that could be spent caring for patients
- **End result of initiatives: increased direct patient-care time of RN time from about 48 percent in August 2004 to 70 percent by January 2006.**

Each year, the VA National Office of Nursing Services recognizes a select group of initiatives and programs within the Department of Veterans Affairs. This year, an interdisciplinary team of healthcare professionals at JAHVH was one of 10 winners of the 2005 ONS Innovations Award for their accomplishments in a pilot program called "Transforming Care at the Bedside." For their efforts, the team will share \$10,000 divided equally among members.

Editor's Note: In the next issue of the **FORUM**, read about another Tampa group that received a 2005 ONS Innovation Award: the Primary Care Chronic Pain Opioid Case Management team.



Helen Turner, Registered Nurse, and Dr. Andrew Koon discuss daily goals with VA patient Jeremiah Battle. Daily goal-setting with patients is an integral part of the Transforming Care at the Bedside pilot program at the James A. Haley Veterans' Hospital in Tampa.



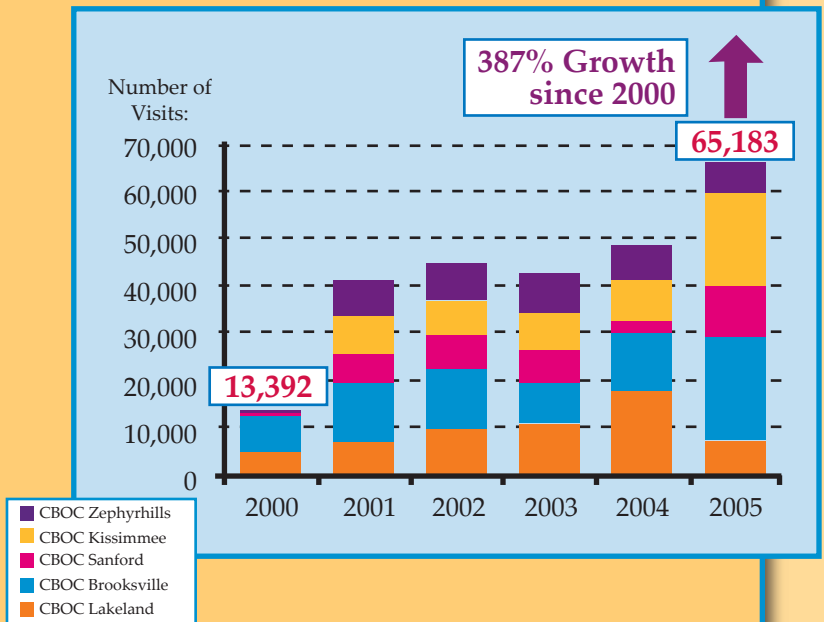
Community Based

Caring for veterans close to home. That's the goal of the Tampa VA's Community Based Outpatient Clinics or CBOCs. Each CBOC in the James A. Haley VA Healthcare System provides primary care appointments and preventative screening for veterans which helps increase their access to care while decreasing the travel time necessary to be seen.

About the size of a large doctor's office, each of the five CBOCs provide general primary care services including physical exams, laboratory and x-ray services. They also provide dietary counseling, mental health services, and social work services.

Zephyrhills, the newest CBOC in the Tampa system, was originally established in 2000 but was recently converted from contract to a VA staff model. The clinic was relocated from its original building into a 4,500-square-foot, newly constructed build-to-suit facility that opened its doors for patient business in April 2006. A formal ribbon cutting ceremony was held on May 8, 2006. The keynote speaker was Florida Congresswoman Ginny Brown-Waite.

Community Based Outpatient Clinics (CBOCs) Growth in Outpatient Veterans Visits FY00-05



Brooksville

14540 Cortez Blvd., Suite 108
Brooksville, FL 34613
(352) 597-8287

Date Opened: March 1998

Outpatient Visits in FY05:
19,749

***Unique Patients in FY05:**
4,776

Staff: 5 providers,
27 support staff



Kissimmee

201 Hilda Street
Kissimmee, FL 34741
(407) 518-5004

Date Opened: Oct 2000

Outpatient Visits in FY05:
10,293

***Unique Patients in FY05:**
2,861

Staff: 4 providers,
6 support staff



Lakeland

3240 South Florida Ave.
Lakeland, FL 33803
(863) 701-2470

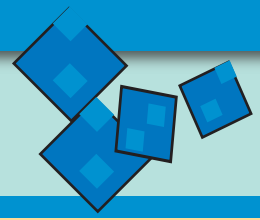
Date Opened: August 1997

Outpatient Visits in FY05:
21,751

***Unique Patients in FY05:**
6,132

Staff: 5 providers,
15 support staff

Outpatient Clinics



Sanford

1403 Medical Plaza Dr., Ste. 109
Sanford, FL 32771
(407) 323-5999

Date Opened: August 2000

Outpatient Visits in FY05:
7,155

***Unique Patients in FY05:**
2,374

Staff: 2 providers,
8 support staff

Zephyrhills

6937 Medical View Lane
Zephyrhills, FL 33542
(813) 780-2550

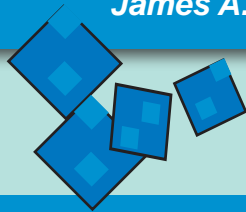
Date Opened: August 2000
Relocated: May 2006

Outpatient Visits in FY05:
6,235

***Unique Patients in FY05:**
2,853

Staff: 3 providers,
9 support staff

*"Unique" patients are those counted only once in a Fiscal Year, regardless of the number of times they visit a clinic.



Major Satellite

Satellite Outpatient Clinics Provide Full Spectrum of Care

Three major satellite Outpatient Clinics in Orlando, Viera and New Port Richey, Florida provide a full spectrum of health care services to veterans.

With more than 700 employees, the Orlando VA Medical Center is the largest of the three clinics. Its specialty clinics include cardiology, dental, dermatology, neurology, gynecology, infectious disease, orthopedics, pulmonary, spinal cord injury, surgery, urology, and others.

With the number of veterans served skyrocketing in the Orlando and surrounding areas, plans are underway to build a new, 134-bed hospital there which would also include a 118-bed Nursing Home, 60 bed Domiciliary, Outpatient Clinic, Central Energy Plant, Warehouse, Veterans Benefits Office and parking infrastructure. In total, more than one million square feet of new construction is planned.

Serving Brevard County, the Viera Outpatient Clinic has more than 200 medical professionals dedicated to caring for veterans with many specialty services and programs. And finally, with about 135 employees, the Outpatient Clinic in New Port Richey provides outreach to the veterans of Pasco County.

Combined, the three Outpatient Clinics cared for approximately 75,000 "unique" patients in 2005 with a total of about 719,000 outpatient visits last year. These numbers continue to grow as veterans age and develop more health problems, and also as more veterans make their homes in the Sunshine State.



Orlando VA Healthcare Center

5201 Raymond St.
Orlando, FL 32803
(407) 629-1599

Date Opened: 1974
Relocated: 1994
Nursing Home: 1999
Domiciliary: 2000

Outpatient Visits in FY05:
400,423

***Unique Patients in FY05:**
41,538

Staff: 82 providers,
643 support staff



Viera/Brevard County

2900 Veterans Way
Viera, FL 32940
(321) 637-3788

Date Opened: 1999

Outpatient Visits in FY05:
183,099

***Unique Patients in FY05:**
18,899

Staff: 52 providers,
176 support staff



New Port Richey/ Pasco County

39912 Little Road
New Port Richey, FL 34654
(727) 869-4100

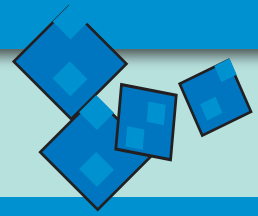
Date Opened: 1985

Outpatient Visits in FY05:
135,372

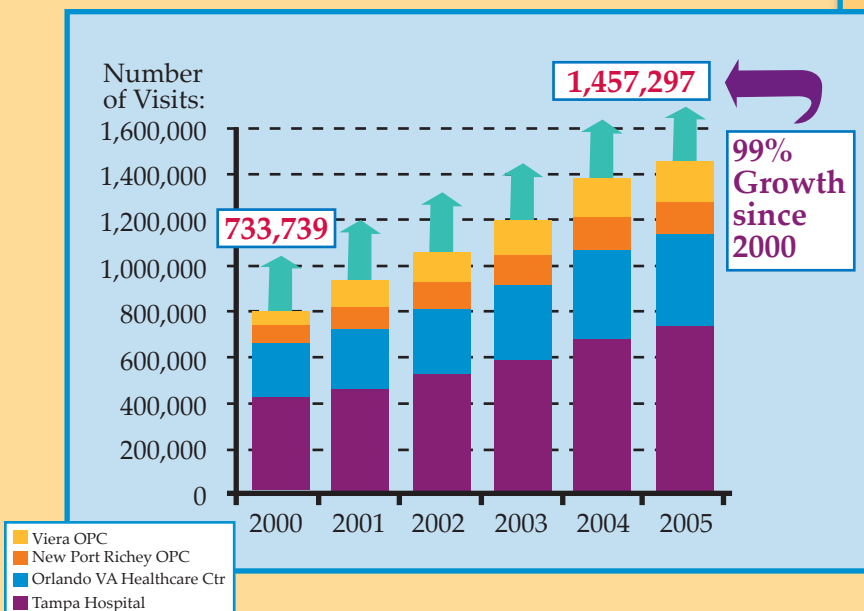
***Unique Patients in FY05:**
14,835

Staff: 28 providers,
109 support staff

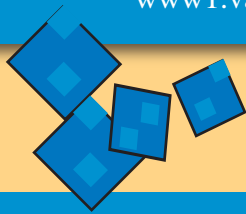
Outpatient Clinics



Major Outpatient Clinic Visits: FY00-FY05



*"Unique" patients are those counted only once in a Fiscal Year, regardless of the number of times they visit a clinic.



Home Telehealth

FOCUS ON DIABETES: Coordinating the Right Care, in the Right Place, at the Right Time

The growing problem of diabetes among veterans has VA healthcare providers concerned — and taking action at the James A. Haley Veterans' Hospital. Complications from diabetes can be devastating: organ damage, blindness, kidney disease, limb amputations.

The Primary Care Diabetes Care Coordination (DCC) program started in the fall of 2005. This program integrates home telehealth technology into the primary care management of veterans with diabetes to improve glycemic control, reduce healthcare costs, and support Advanced Clinic Access while providing on going education. Primary Care veterans with poorly controlled diabetes are offered the DCC Program.

"The Care Coordination Home Telehealth program is a VISN 8 initiative. It utilizes state of the art technology that facilitates how and where we provide the best care to our veterans" said Norma Figueroa, Primary Care Nurse Manager.



Veterans who are enrolled are taught to operate the telehealth in-home messaging device to record their glucose levels, blood pressure and weight. The device plugs into existing telephone and electrical outlets, and once operational, data entered by the veteran is seen and monitored by a Tampa VA Care Coordinator, a registered nurse, assigned to that patient.

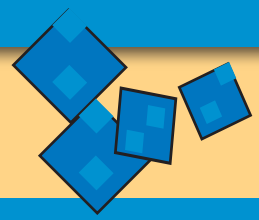
"We monitor patient information very closely," explains Denise Mercado, RN, a Care Coordinator. "We monitor out of range values, notify the patient's provider when necessary and coordinate their care accordingly," she said.

How do veterans like the home telehealth program? "They love it," according to Elizabeth Olis, RN. "They enjoy the one-on-one attention, they like knowing someone is watching out for them, and they feel much safer," she said.

Mercado said a direct benefit to the "one-on-one" attention that home telehealth provides, is that veterans do more to self manage their chronic diseases. "Because they know we're watching and will be calling them, they're much more accountable for doing the things they need to do to properly manage their disease—watching their diet, taking their medication — correctly and exercising," she said.

Elizabeth Olis, RN, a Telehealth Care Coordinator, demonstrates how veterans enter their glucose level, blood pressure and weight into the in-home messaging device. The data is sent thru secure phone lines to a computer in Austin, Texas, and within minutes is seen by Care Coordinators back at the Tampa VA hospital using a secure internet web program. For more information on the telehealth program, call 813-972-2000, ext. 3749.

Patient OUTLOOK



Dear Mr. Farley,

Please accept our heartfelt thanks for having such a fine team and caring people working at the Brooksville Outpatient Clinic.

My husband is a former World War II U.S. Navy and Marine Corps veteran and I am a former World War II U.S. Navy WAVE. We have both been patients at the Brooksville VA Clinic since its opening.

Even though we are now in our 80s, we cannot say how much being patients at this clinic has improved our health. Thanks!!!

- MGB & MCB

Dear Mr. Farley,

I wish to compliment you on a whole group of your excellent employees.

I recently had some health problems of an urgent nature. When I arrived at the reception area of the Spinal Cord Injury unit, I explained my problem and asked for directions to receive treatment. This whole group acted in unison to ensure I was properly treated. They include the following:

*Lynn Small, Receptionist
Hannibal Lopez, Triage Nurse
Ruth Asbury, RN
Pat Burris, LPN
Susan Bryant, LPN
.....And the rest of the excellent SCI staff.*

These people have been involved in my care over a number of years. During this time, individually and as a group, they have consistently acted in the highest professional manner. Their skill level is outstanding, they treat patients with dignity and respect, and they are highly efficient.

My compliments to you, and the VA, for being able to acquire and retain such capable people. Thank you, the SCI unit, and your entire hospital for providing outstanding care.

- MJH

From The Patient Advocates

Welcome to the Patient Advocates section of our new hospital magazine. In each issue, we'll try to keep you abreast on issues and trends from our Patients' perspective.

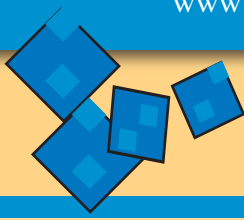
Recently, we closed the Zephyrhills Community Based Outpatient Clinic and, in the interim, temporarily scheduled their patients to be seen at the Foxtrot clinic. We now have reopened Zephyrhills as a totally VA-staffed Outpatient clinic. The staff here at the Tampa Hospital and at the Zephyrhills clinic went to extraordinary lengths to ensure a smooth transition for their patients. As of this date, we in Patient Advocacy have received no negative comments about the move or the interim clinic at Foxtrot. All those involved are to be commended for the painstaking care they took on our patients' behalf to make this a painfree transition.

Last month, we also started the "CARE Partners" initiative. CARE stands for "Connect, Appreciate, Respond, and Empower." More than 100 JAHVH employees were trained on how to better serve our veterans. CARE Partners' pictures will soon be in all Patient CARE areas of the Hospital. These employees are committed to helping provide excellent customer service to our veterans. They will be able to help with issues at the point of care, thus saving patients valuable time and effort in resolving concerns.

-Keith Ziegler, Jo Leonard, Patty Krauter – JAHVH Patient Advocates

Editor's Note: The Patient Advocates are located on the second floor of the Hospital just down the hall from the Cafeteria, room A245A; outside phone: 978-5856 or in-hospital extension: 5757.





Tampa Volunteers

***the 'Jewels' in
VA's Crown***

Annual Awards Luncheon Honors Service

The hospital's annual Volunteer Awards Luncheon and Ceremony on May 1st was a festive occasion honoring volunteers at the James A. Haley Veterans' Hospital and Clinics. The event, which was attended by hospital leadership and more than 400 volunteers and their guests, was held at the Doubletree Hotel in Tampa. It commemorated more than 60 years of voluntary service in 75 years of VA history.

The program included a welcome by Deborah Gottardi, Chief of Voluntary Services. There was also the presentation of colors by the MacDill Air Force Base Joint Color Guard and the National Anthem sung by Marty Gall, former Chief of Voluntary Services at JAHVH. A scrumptious luncheon, bevy of door prizes and awards were presented in numerous categories as volunteers stepped forward to be honored for their many hours and years of service. Felix Professional D.J. Service provided upbeat music during the event.

Hospital Director Forest Farley, Jr. gave the keynote address at the event in which he noted that Tampa VA volunteers contributed more than 226,000 service hours to patients in 2005. He thanked the volunteers, "for your remarkable contributions to our health care system" and praised each one, calling them the "Jewels in VA's Crown," adding "we honor and celebrate your efforts."

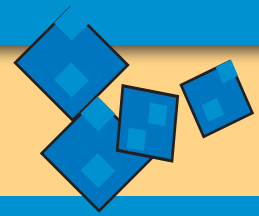


Volunteer Helen Gelvin dances up a storm during the annual Volunteer Awards luncheon and ceremony on May 1st. Helen, who has been a volunteer at the hospital since 1986, received a President's Call to Service Award. She has volunteered almost 31,000 cumulative hours of service at the Tampa VA hospital.

Harold Riddle, a volunteer at the James A. Haley Veterans' Hospital since 1979, is presented the top award by Forest Farley, Jr. (right) for 10,000 hours of service. Mr. Riddle is a veteran who served 55 years in the U.S. Navy, retiring at the rank of Master Chief.



Spotlight on Employees



Janet Schneider, Patient Education Librarian, received the 2006 Lois Ann Colaiaanni Award for Excellence and Achievement in Hospital Librarianship.

This prestigious national award is presented annually through competition open to hospital librarians in government and private hospitals nationwide. It honors the hospital librarian who has made distinguished contributions to the

Medical Library profession. Janet has been a librarian at JAHVH since 1980. She received the award on May 22 during the 2006 Medical Library Association conference in Phoenix, AZ.



Vera M. Scriven received the 2006 VA Secretary's Award for Excellence in Nursing in the nursing assistant category

for her consistent demonstration of a high level of integrity, diligence and flexibility in providing care to our veterans, and for her "can-do" attitude with a focus on safe, compassionate patient care. She serves in the dual role

of a Certified Nursing Assistant and Telemetry Technician on the 6 South Cardio-Thoracic Unit at the James A. Haley Veterans' Hospital. She began working at JAHVH at its opening in June 1972 as an Activator. She has also worked in General Surgery/Vascular, Geriatric Rehabilitation, Urology, and PACU. Vera has earned 35 credit hours toward an Associate's degree at Hillsborough Community College.



Barbara Collas received the 2006 Secretary's Award for Excellence in

Nursing in the LPN category for her work on the Hospital's Traumatic Brain Injury

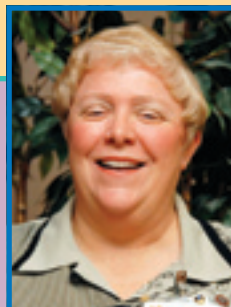
Interdisciplinary Team. She also won at the VISN 8 level, emerging as the "best of the best" among all seven facilities in the system. She is a Licensed Practical Nurse on 2CN Rehabilitation Unit where she began her VA career in 2000. She is a member of the Traumatic Brain Injury Interdisciplinary Team and was certified as a Brain Injury Specialist through the American Brain Association of America in 2005. Barbara completed her LPN program at Travis Technical School in Lakeland, FL., and has been accepted in the RN program at the Hillsborough Community College in Tampa. In a compassionate, caring manner, Barbara teaches patients and their families specialized needs surrounding brain injury, polytrauma, and emotional care.



Carol A. Rice, MA, BSN, RN, is the Lead Care Coordinator for the GREAT GAME PLAN, a pre-diabetes telehealth program at the Orlando VA Healthcare Center.

She received the 2006 Secretary's Award for Excellence in Nursing in the RN category for her work in facilitating the first VISN funded Request for Proposal awarded for disease prevention. Carol's interactions with her patients, empathy to their situations and

individualized teaching has empowered her patients to reach their goals. Carol joined the Orlando VA Outpatient Clinic in 2002 working as a telephone triage nurse. She received a Master's degree in Health Services Administration from Webster University; a Bachelor's degree in Nursing from Florida Southern College; and an Associate degree in Nursing from East Tennessee State University.



Julie Rosas, ARNP-BC, received the 2006 Secretary's Award for Excellence in Nursing in the RN Expanded Role category for her work leading to development of a Nurse Practitioner Pulmonary and Sleep Clinic.

In this role, she has advanced the quality of nursing practice and patient care to new levels of professionalism

and expertise. Currently, Julie is a Nurse Practitioner in Pulmonary and Sleep Medicine and coordinates care for lung transplant patients. She began working at the JAHVH in 1979 as a staff nurse in Pulmonary. In 1990, she became a Nurse Manager in Ambulatory Care where she was instrumental in guiding the growth of Primary Care, telephone triage and the first Tampa VA Community Based Outpatient Clinics. Julie received her Bachelor's degree in Nursing from the University of Wisconsin and her Master's degree in Nursing at the University of South Florida.

NEWS BRIEFS

Mass Casualty Exercise Tests Hospital Response



A Mass Casualty Exercise testing the hospital's response to a Avian "Bird" Flu Pandemic scenario took place April 19. About 30 "mock" patients were transported to the hospital where they received simulated triage and treatment. Hospital Director Forest Farley, Jr. praised the staff for their "outstanding efforts" in responding to the simulation.

Trailblazing Polytrauma Liaison Officer Departs JAHVH

Staff and patients bid a fond farewell and sincere "thank you" to U.S. Army Col. Gwendolyn Fryer who departed the James A. Haley Veterans' Hospital in April after a year of temporary duty here. Colonel Fryer was a trailblazer as JAHVH's first Polytrauma Liaison Officer from DoD, advocating for severely injured active duty service members and their families. During a reception held in her honor, Hospital Director Forest Farley, Jr. described the U.S. Army Nurse as "a model Army Officer and leader who has made a positive difference each and every day she has been here."



National Media Focus on Polytrauma

Reporter Jeffrey Kofman of *ABC World News Tonight* interviews U.S. Army Sgt. Lee Jones during his therapy session. Crews from *ABC World News Tonight* and *Nightline* visited the James A. Haley Veterans' Hospital April 21 to conduct interviews for segments on the Tampa VA's Polytrauma Rehabilitation program. Sergeant Jones was injured in Iraq in 2005.

